

7 March 2022
ASX Announcement

Post-Acquisition Update: CCR Signs 18 New Clients in February, Digital payment plans set up by ARMA Clients now exceed \$2m in 13 days since integration with CCR Platform

HIGHLIGHTS

- CCR has signed 18 new clients in February including:
 - A global fintech lender
 - A leading automotive manufacturer's finance division
 - A diversified financial service provider offering buy now pay later, credit cards and business finance products
 - A third-party claims administrator and government insurer
- Together the new client wins represent a minimum of over \$1.5m in expected additional revenue in the coming 12 months and continues to expand and diversify the portfolio of clients that use the CCR technology
- The company is also pleased to announce that digital payment plans set up by ARMA Clients now exceed \$2m in 13 days since ARMA's integration with the digital platform
- During the month of February CCR continued the growth in digital payments processed through the platform of \$2.8m with the company sending 1.5 million communications via its platform (average monthly communications sent during 2021 was below 1 million)

Credit Clear Limited (**ASX: CCR**) ("**Credit Clear**" or the "**Company**"), a leading receivables management provider, is pleased to announce that in the month of February 2022 the company has signed 18 new clients including a global fintech provider, a leading automotive manufacturer, a diversified financial services provider, and a large third-party claims administrator and government insurer. Together the new client wins represent a minimum of \$1.5m in anticipated additional revenue in the coming 12 months, with significant performance based and upsell opportunities across each of the new clients.

New clients

1. A global fintech provider – one of the largest global fintech providers has engaged Credit Clear to provide services for three separate areas of its receivables management cycle. Credit Clear will apply a myriad of tools (digital, traditional and legal) across the collections life cycle to resolve accounts.
2. An automotive manufacturer – Credit Clear will provide solutions regarding early-stage default accounts in Australia and New Zealand, which will be managed through a purely digital collection stream.
3. Diversified financial services provider – Credit Clear has been engaged to provide first party digital collections for this diversified financial service provider's Buy Now Pay Later (BNPL) product.

4. Third-party claims administrator and government insurer – Credit Clear is the lead recovery agent to support a government insurance provider, which covers the whole of the NSW government agencies on motor and property claim recoveries.

Payment Plan Commitments

The Company is also pleased to announce that digital payment plans set up by ARMA Clients now exceed \$2m in 13 days since ARMA's integration with the digital platform. In terms of engagement, 2,423 customers have set up payment arrangements at an average of \$850 per plan.

February Digital Growth Metrics

During February, the Company has also achieved strong digital payments results and digital communication activity with \$2.8m in payments, a 38% increase on February 2021, being processed through the digital platform and 1.5 million communications sent, ~50% more messages than the monthly average for calendar year 2021 of just below 1 million messages per month.

Net Promoter Score (NPS)

Customer feedback, 14 February 2022, about using the digital platform – “It was much less stressful than talking on the phone or waiting on hold to speak to someone. Gave me the space to think about a good amount for me and I loved that I could choose my date and amount without feeling like I needed to explain all my personal financial strain to someone in person.”

Credit Clear CEO Andrew Smith said:

“The up and cross sell opportunities between ARMA and Credit Clear clients are being uncovered and taken up at rapid rate. The overwhelming response from clients to the Groups enhanced offering with a full customer lifecycle solution underpinned by award winning AI driven digital capability, while being supported by best practice traditional methods is being incredibly well received. The strength of industry leading digital technology supported by exceptional traditional service, we believe provides a unique solution to the \$2.5 billion collection market in Australia.”

“The digital results from February are very encouraging and exceeded our expectations. They show that corporate Australia is beginning to return to pre-pandemic collection activity levels, following an extended period of restricted activity given the COVID-19 pandemic. The results are also encouraging given the large number of customers that engage with CCR's digital platform and the positive experience that is measured through NPS scores and customer feedback. There is less debt being sold by creditors, a greater focus on the customer experience throughout the entire lifecycle which mean there is a need to invest in partnerships with organizations who are subject matter experts in the area. Credit Clear is extremely well positioned to take advantage of these market conditions.”

“We are at the forefront of change within the sector, which is being driven by a combination of most households dealing with many more monthly expenses to manage and while needing non-intrusive and easy methods to manage their payments to creditors.”

The minimum contractual value of the wins referred to are not individually financially material, however the cumulative total of the deals represents a material increase in group revenues.

This ASX announcement was approved and authorised for release by the Board of Credit Clear.

Investor and Media Enquiries

Warrick Lace

warrick.lace@creditclear.com.au

+61 404 656 408

About Credit Clear

Founded in 2015, Credit Clear Limited is an Australian receivables management solution provider that has developed a proprietary digital billing and communication technology platform that helps businesses drive smarter, faster, and more innovative financial outcomes by changing the way customers manage their payments through a user experience that the market demands in a digital age.

Credit Clear manages active customer accounts across a range of industries including transport, financial services, insurance, government, and utilities. The Company is based in Australia with headquarters in Melbourne and offices in Sydney, Brisbane, Adelaide, and Perth.

www.creditclear.com.au